

RE: MCI DSL Services

In the middle of December 03, I subscribed to the MCI Neighborhood SVCS. Included in the packet was high speed internet service (dsl). Approximately 30 days after activation, my IP address randomly switched causing my internet service to fail. This happened every 5 minutes to 30 minutes daily or multiple times weekly. After hundreds of call to Tech Support Tier 3, two trips by MCI service people, the problem has not or was not solved. I was given ticket numbers to reference when calling for support, as well as, direct lines for specific individuals. MCI asked me to give them time to resolve the issue. My issue was considered a "ghost" problem. My internet services continues to crash about every 20-30 days. I have tried for four days to reach any of the tech support crew at the direct numbers provided. However, today I was told MCI had down-sized and suspended the department I had been working with. As a matter of fact the open ticket they had been working was closed out. Now, after five months of working with MCI, I was told that department no longer existed, the personnel were gone and MCI had done all they could to resolve the issue. The MCI Staff I had been working with did not resolve the issue and have left me without any recourse but to change providers. I am deeply unhappy at the lack of concern and dedication on the part of the company. In addition, the manager of the division I spoke with today simply stated MCI had taken all measures to resolve the problem. She had poor if any level of customer support and no desire to continue to service me as a customer. In addition, I have also found out that software provided with my computer (Outlook Express) will not function under the MCI/AOL agreement. MCI has failed me as a customer and provider of internet service.

Contact numbers and names at MCI: DSL Supervisor Tier 2/3 (Alabama) Corina/Badge # 52494, Tech Support Tier 3 & above: Edger 703-886-8499, Steve 703-886-3635, Andy 303-305-1644, Jason 703-886-8503